

# Professional Support Services





# GSA Professional Services

Getting good  
Service hasn't  
been this  
**Simple**  
since you  
were a kid!

1999



# GSA Professional Services



Since 1949, the mission of the General Services Administration has been to provide the Federal community easy access to best-value products and services. By doing so, we enable you to focus on your agency's core missions.

One of the ways GSA provides supplies and services is through the **Multiple Award Schedule (MAS)** program. The MAS program offers you flexibility, cost savings, peace of mind, and management control. With GSA Schedules you are able to choose from a wide selection of approved specialized service providers.

In fact, the service providers offered under the schedule program are the same firms your agency would contract with if it conducted its own procurement.

## BENEFITS TO YOU BY USING MULTIPLE AWARD SCHEDULES:

- Procurement lead time and administrative costs are drastically reduced.
  - Schedule pricing is guaranteed to be fair and reasonable.
  - Agencies have the freedom to negotiate better pricing whenever possible.
  - All applicable regulations and competition requirements have been met.
  - Schedule contracts pass a formal evaluation process to be technically acceptable.
- Use of Multiple Award Schedules help agencies meet their socio-economic goals.
  - You can place an order directly with the contractor of your choice. This direct relationship between you and the service provider allows your agency to maintain management control.

Imagine...cost savings, peace of mind, flexibility and control. Finally, your agency can stop doing the procurement process polka and start doing the mission accomplished mambo!

These are the four areas where we stand ready to serve you:

### MANAGEMENT SERVICES

- Management, Organizational & Business Improvement Services (MOBIS)
- Environmental Advisory Services
- Aqueous and Solvent Recycling Services
- Mail Management Services

### FINANCIAL SERVICES

- GSA SmartPay
- Financial Asset Services
- Auditing & Financial Management Services
- Business Information Services

### ORGANIZATIONAL SERVICES

- EEO Services
- Temporary Clerical & Professional Support Services
- Marketing, Media & Public Information Services

### TRAVEL & TRANSPORTATION SERVICES

- Governmentwide Employee Relocation Services
- Airline City Pairs
- Domestic Express Small Package Delivery Services

# MANAGEMENT SERVICES

*Look no further for the latest in Management Services. These vital management and support contracts help you meet the challenges of multiple priorities, increased demands and diminishing resources. When you utilize GSA's management services, you'll have more time to dedicate to your core mission.*



## **Management, Organizational & Business Improvement Services (MOBIS)**

We have contracts with over 200 world class companies designed to help improve your management and organizational effectiveness. To assist agencies' response to dynamic and evolutionary changes, the MOBIS Schedule offers management services in:

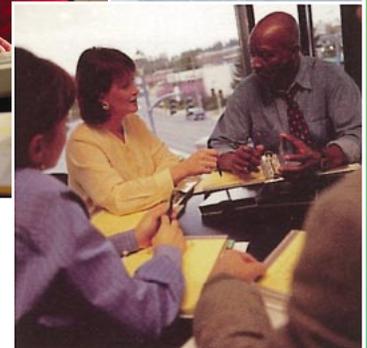
- **Specialized Consulting**
- **Meeting Facilitation**
- **Employee and Customer Surveys**
- **Training Services Aimed at the Development of Leadership and Management Skills**
- **A-76 Privatization Support and Outsourcing Assistance Services**



## **ENVIRONMENTAL ADVISORY SERVICES**

The firms we have awarded contracts to provide you with environmental planning, compliance and training services. These contracts do not incorporate services for excavation of a hazardous waste site and are distinct from engineering, design and clean up. The complete lineup of services offered are:

- **Environmental Planning and Compliance Services**
- **Environmental/Occupational Training Services**
- **Waste Management and Hazardous Materials Management**
- **Telephone Advisory Services**





## AQUEOUS AND SOLVENT RECYCLING SERVICES

This contract covers the following services:

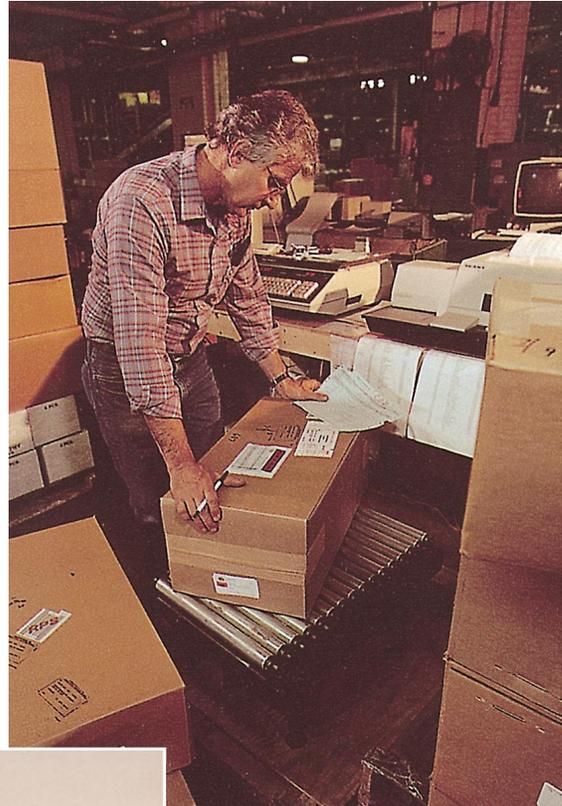
- Contractor/Government Owned Parts Washers (Aqueous and Solvent)
- Solvent and Aqueous Replenishment
- There is no need to purchase and maintain equipment, you can lease the equipment you need.
- You can avoid replacement, transport and disposal of contaminants.
- There is reduced paperwork. EPA manifests and paperwork are completed for you.



## MAIL MANAGEMENT SERVICES

As administrative budgets get smaller, let our contracts help increase your effectiveness in mailroom operations, mail presorting, and list management. This contract provides the vehicle to comply with Federal Property Management and U.S. Postal Service regulations. Mail Management Services can support your needs for:

- Mailroom administrative support and presort services, daily mail pickups, sorting, bar coding, weight and Post Office delivery.
- Support services such as preparing, packaging, addressing, labeling, folding, inserting, bursting, collating, mail match, wrapping, software services, metering and stamping.
- List management services such as data entry, address label printing, list management, list cleanup and list coding.
- Access to Coding Accuracy System (CASS) and PAVE Certified vendors.



For more information on this service, visit us online!  
<http://www.northwest.gsa.gov/fss/services/msc.htm>  
Or, you can email us at [mgmt.services@gsa.gov](mailto:mgmt.services@gsa.gov)  
Or call us at 1-800-241-7246!

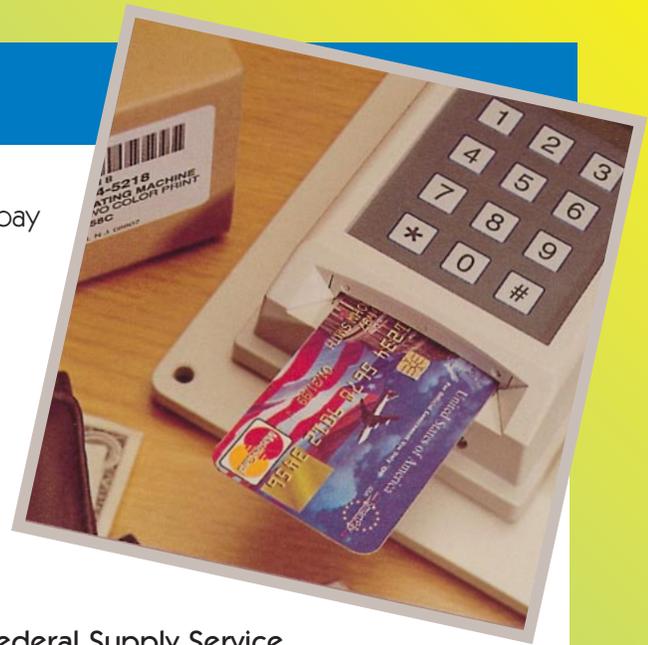
# FINANCIAL SERVICES

## GSA SmartPay

GSA SmartPay is a new way for Government agencies to pay for commercial goods and services, as well as travel and fleet related expenses. GSA SmartPay cards work just like any other corporate credit card, and are accepted worldwide at the places you do business.

Agencies are given the power to streamline their purchasing processes with GSA SmartPay:

- Reduce administrative costs and improve cash management practices
- Eliminate the need for imprest funds, third party drafts, "cash on hand" and purchase orders.
- Use electronic shopping catalogs, and order GSA Federal Supply Service goods online.

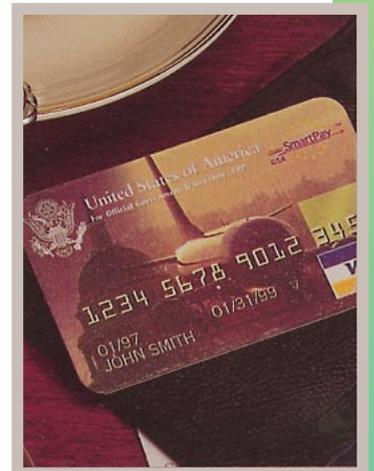
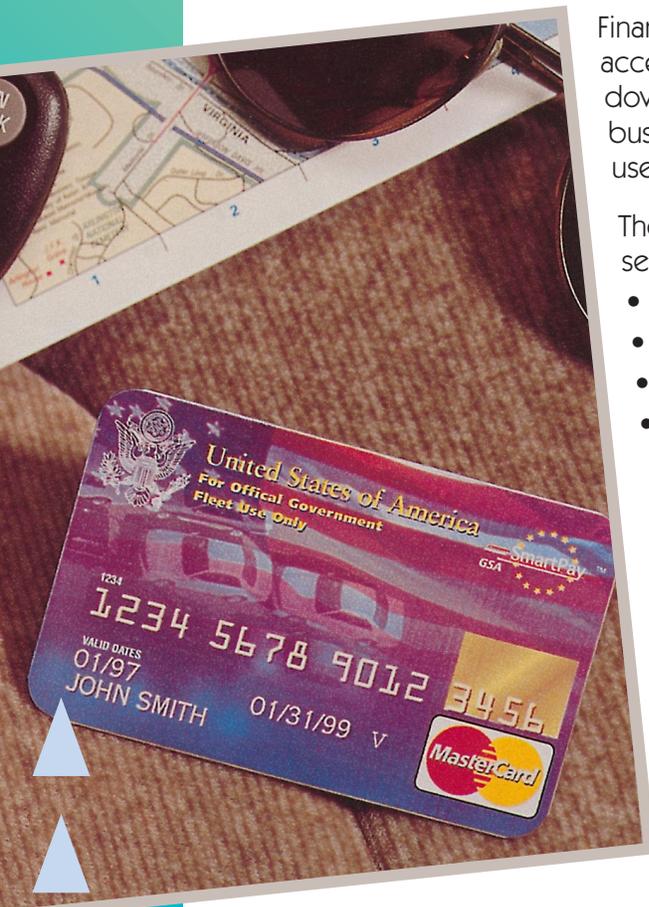


Financial operations are simplified and streamlined because you can access transaction data using browser based software, and review and download reports via the electronic access system. By automating your business process, you replace labor intensive paperwork with easy to use electronic transactions and document flows.

The value of GSA SmartPay is also in the value-added products and services that our contractors are making available to you, including:

- Electronic Bill Payment and Purchasing
- Photo ID
- Activation/Deactivation On Demand
- Hybrid Cards With The Ability To:
  - Store information and manage data on the Card
  - Authenticate the Card & user
  - Provide encryption and digital signature features
- Additional Authorization Controls
- Off-The-Shelf And Customized Software
- Debit Card Products And Services

*From electronic commerce to smart cards, we have solutions to take you into the future. GSA SmartPay is the smart way Federal agencies do business!*



For more information, visit us online!  
<http://pub.fss.gsa.gov/services/gsa-smartpay/>  
Or, you can call us at 703.305.6658

## Financial Asset Services

If you need to improve your agency's financial asset program and meet the tough requirements of the Debt Collection Improvement Act of 1996, you've come to the right place.

We have the solution with GSA's Financial Asset Services Multiple Award Schedule. Access professional financial advisors to manage your asset portfolio and provide advice on what to keep, what to sell, and what to maintain partial ownership in. Use our Due Diligence Services to provide your agency with background and research information on a particular asset or use our transaction specialists to provide your agency with firms that can sell an asset. Under our Schedule, your agency can use our loan servicing and equity oversight services to monitor loans and oversee the entire asset process, from portfolio evaluation to asset advice or final sale. All Federal agencies that own land or natural resources, handle credit lending services, make loans, or handle mortgages can benefit from using this schedule!

We offer solutions to real problems. Let our Financial Asset Services Schedule provide the individualized expertise your agency needs.

**For more information on this service, visit us online!**

**<http://pub.fss.gsa.gov/services/asset-svcs/> Or, you can call us at 703.305.6658**

## Auditing and Financial Management Services

Is your agency's financial picture a little fuzzy? GSA knows that Government officials, policy makers, and managers need reliable financial and performance information in order to meet the changing financial needs of our Government. Agencies are required to provide more financial information than ever before, because of new increased legislative requirements and Acts.

Enter GSA! We have developed a Multiple Award Schedule that allows your agency to have direct access to the specialized expertise necessary to meet these requirements as well as various Office of Management and Budget mandates, circulars and bulletins.

Sample services include but are not limited to:

- Financial Audits
- Performance Audits
- Cost Benefit Analyses
- Pro Forma Statements
- Accounting Services
- Forensic Audits

Whether it's fiscal year or calendar year, let GSA help get your agency's financial picture in focus with our Auditing and Financial Management Services schedule.

**For more information on this service, visit us online!**

**<http://pub.fss.gsa.gov/services/audit-mgmt-svcs/> Or, you can call us at 703.305.6658**

## Business Information Services

Want the facts and only the facts? You can get just that with GSA's Multiple Award Schedule for Business Information Services. Our schedule can provide you with accurate business information such as consumer and commercial credit reports or business profiles. Other available information services include: bond ratings, managed fund ratings, credit scoring, credit risk assessments, and customized reports.

Industry experts under GSA's contract collect, organize and store financial and business information and provide the data to you in a convenient format.

This schedule is for you if your agency makes investments, issues any type of loans, conducts background checks, handles credit reports, or needs financial or past performance information on a business or an individual.

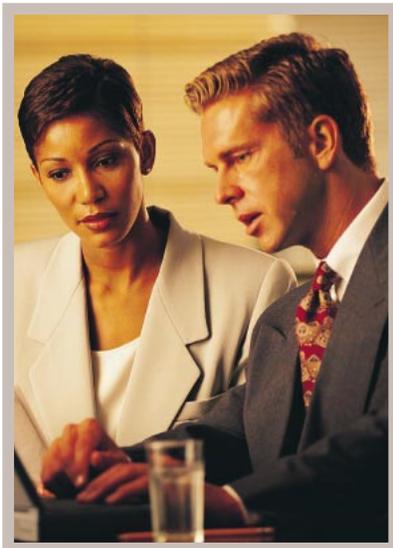
Get the facts with GSA's Business Information Services schedule.

**For more information on this service, visit us online!**

**<http://pub.fss.gsa.gov/services/bis/> Or, you can call us at 703.305.6658**



# ORGANIZATIONAL SERVICES



## Equal Employment Opportunity Services

Our new EEO services program can help you create a healthy work environment. Industry experts under GSA contract will assist you with innovative techniques to prevent future conflicts and resolve current issues.

Let us show you how to harness the power of diversity within your organization through:

- EEO Training and Consulting
- Alternative Dispute Resolution
- Investigations & Counseling
- Settlement Agreements and more

For more information on this service, visit us online!

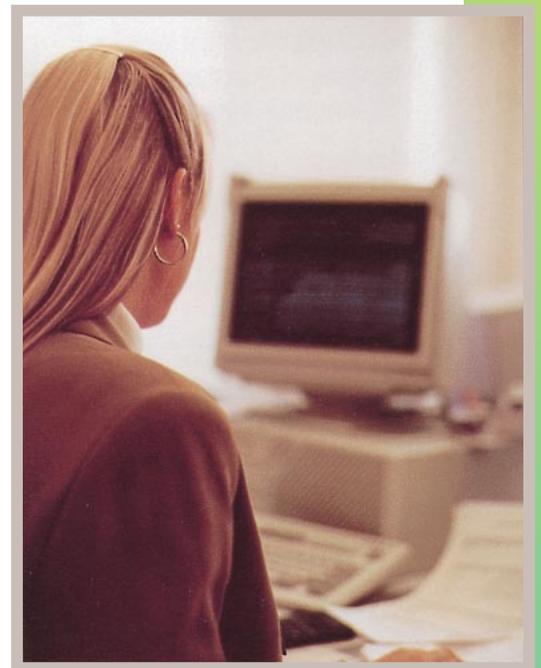
<http://pub.fss.gsa.gov/services/eeo/>  
Or, you can call us at 703.305.6658

## Temporary Clerical and Professional Support Services

Are members of your staff absent due to unforeseen circumstances such as jury duty, illnesses, or perhaps family emergencies? Does your agency have a rush project, but doesn't have the staff to meet the due dates? If either answer is yes, let GSA come to the rescue with our Temporary Clerical and Professional Support Services.

Orders can be filled within 24 hours and temporary help can be used for up to 240 consecutive work days. GSA provides access to such professionals as Secretaries, Court Reporters, Legal Support, Accounting Support and Researchers, just to name a few.

Our Temporary Clerical and Professional Support Services Schedule can help your agency stay on track... permanently.



For more information on this service, visit us online!

<http://pub.fss.gsa.gov/services/temp-svcs/>  
Or, you can call us at 703.305.6658

## Marketing, Media And Public Information Services

Picture your agency's products or services up in lights...or on a billboard...or maybe even on a bumper sticker! GSA's new Multiple Award Schedule for marketing, media and public information services will allow you to satisfy the marketing needs of your agency that cannot be met through "in-house" production.

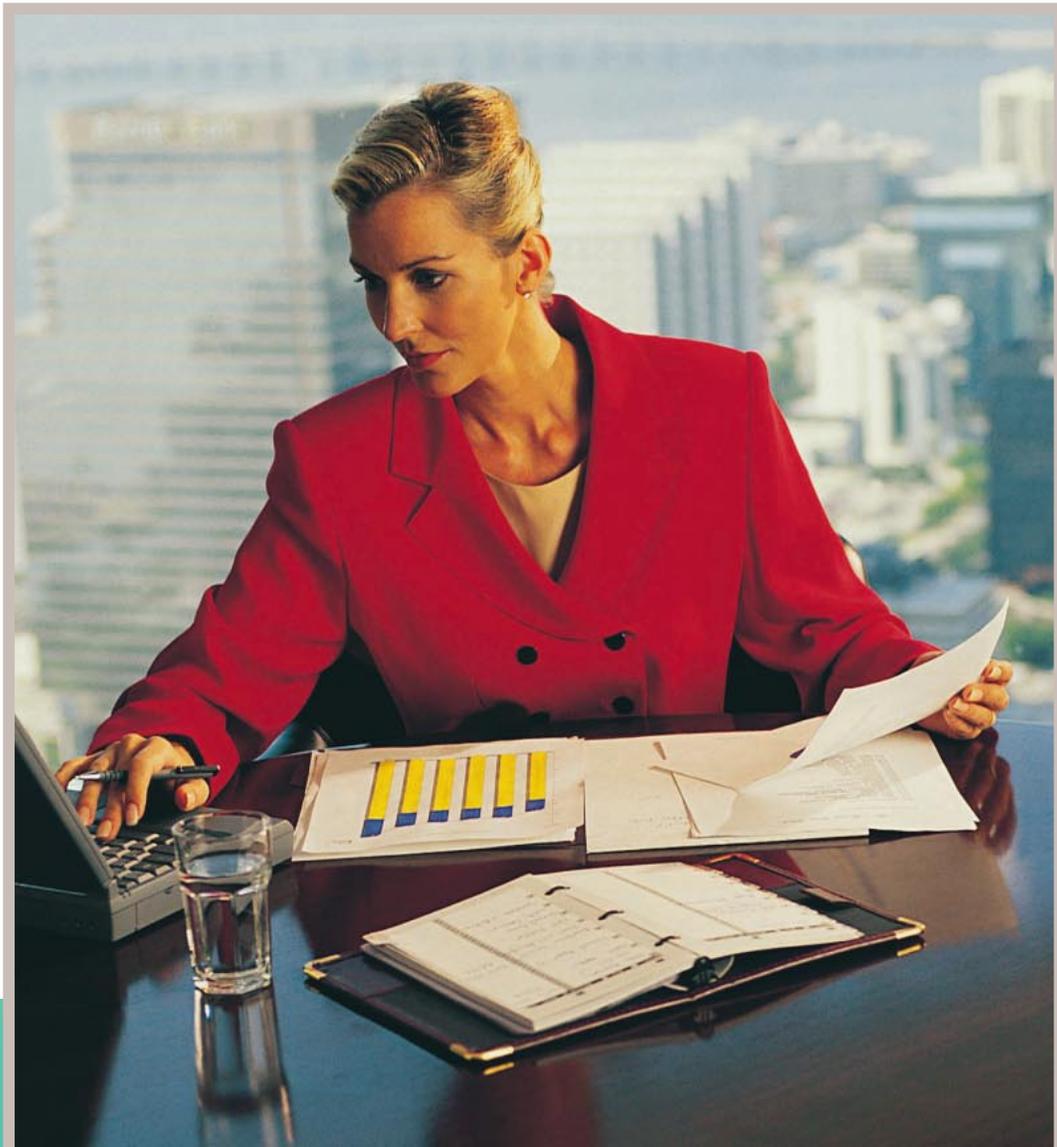
Your agency can gain access to professionals that will create, change, promote and reinforce an image of your product or service through magazines and newspaper advertisements, radio and television, or direct mail. We also have the experts you need for commercial photography services, market research, graphic design, video production, website design, trade shows and conference and events planning.

So keep your agency's message out in front with GSA's marketing, media and public information services schedule.

**For more information on this service, visit us online!**

**<http://pub.fss.gsa.gov/services/market-svcs/>**

**Or, you can call us at 703.305.6658**



# TRAVEL AND TRANSPORTATION SERVICES

## Governmentwide Employee Relocation Services

Are we there yet? Not yet but, with GSA's Multiple Award Schedule for Governmentwide Employee Relocation Services, you can help your employees get there with ease. Our relocation schedule gives you the tools to effectively manage your Government relocation program. Your employees and their families can transfer to their new duty station without all the stress normally associated with moving.

We save Government agencies time, money and reduce stress with these features:

- Home Marketing Assistance
- Home Sales Services
- Destination Area Services
- Mortgage Counseling
- Property Management Services
- Transportation of Household Goods

Government services that relieve stress? Use our Governmentwide Employee Relocation services schedule and call us in the morning!

**For more information on this service, visit us online!**

**<http://pub.fss.gsa.gov/services/relo/> Or, you can call us at 703.305.6658**

## Airline City Pairs

GSA has developed an extremely successful Airline City Pair Program servicing approximately 6,000 city pair arrival and departure combinations. The fares offered under this program average a 70% discount off comparable commercial fares, saving the Government over \$2 billion dollars annually.

In addition to tremendous cost savings to your agency, the Airline City Pair program offers flexibility in planning official travel including:

- No advance purchase required
- Fully refundable tickets
- Last seat availability
- No minimum or maximum length stay required
- No charge for cancellations or changes

So when you gotta go, why not save on how you get there?

**For more information on this service, visit us online!**

**<http://pub.fss.gsa.gov/services/citypairs/> Or, you can call us at 703.305.6658**

## Domestic Express Small Package Delivery Services

You want fast, we'll give you fast....and save you money while we're at it! GSA's contract for Domestic Express Small Package Delivery Services provides guaranteed next day and second day delivery of your urgent business letters and packages. Other features of this money-saving program include:

- Automatic money-back guarantee if shipments are late
- Online tracking of your packages
- Saturday pickup and delivery
- Desktop pickup and delivery
- Optional insurance up to \$50,000
- Dangerous/hazardous goods service
- C.O.D. services

Use GSA's Domestic Express Small Package Delivery Services contract when it absolutely, positively has to be there. On time, every time, or there's no charge!

**For more information on this service, visit us online!**

**<http://pub.fss.gsa.gov/services/fedex/> Or, you can call us at 703.305.6658**

# PROFESSIONAL SERVICES COMING SOON

## Engineering and Technical Support Services

GSA is developing a NEW Multiple Award Schedule for Engineering and Technical Support Services. This schedule will be a multi-disciplined procurement vehicle that will assist your agency with all phases of engineering tasks. Sample projects that can be addressed under this schedule include everything from strategic planning for technology advancements, to concept design and requirements analysis, to engineering design/integration, and testing/evaluation.

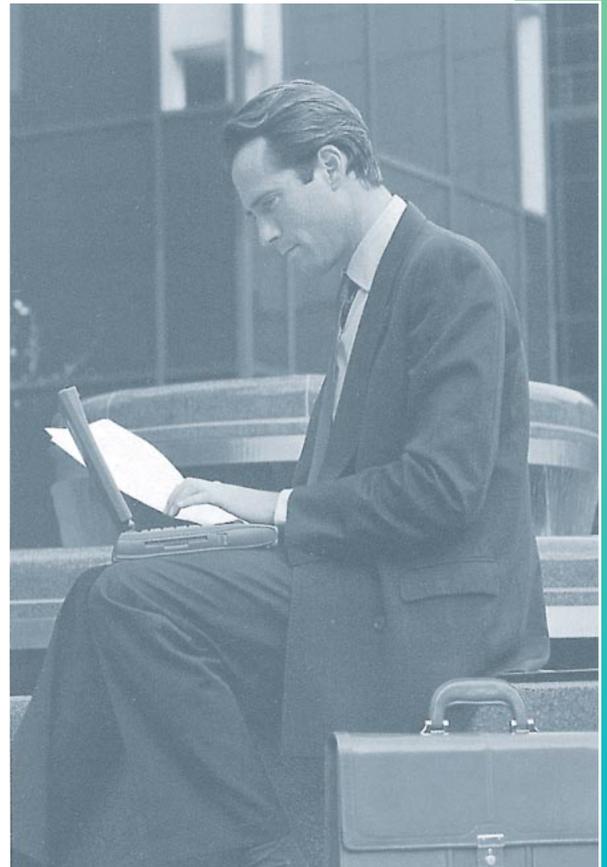
## Human Resource Services

Qualified contractors under this NEW program will have the ability to provide a variety of functions in the field of human resources management with the Federal government ranging from small-scale efforts to complete outsourcing.

## Translation and Interpretation Services

Will include contracts covering multilingual translation and interpretation services in native languages and/or sign language. These services include:

- Business, legal, medical and technical documents, manuals, software in written, Braille and electronic multi-media;
- Services provided on-site and one-on-one interpretation for meetings, conferences, seminars, litigation proceedings, briefings, and training;
- Foreign language training, language immersion training, publications, software and audio/visual products in support of translation and interpretation services.



*Our offering of professional services is continually expanding to meet our customers' needs. Please contact us to learn more about recent program developments. We may be reached at the websites and phone numbers referenced throughout this brochure.*



**MAIL MANAGEMENT  
SERVICES  
FSS SCHEDULE 733 I**



*Common mail services are just a lick and a stamp away!*

In order to give you the administrative support you need in this world of decreasing budgets and increasing responsibilities, GSA has in place a new Federal Supply Schedule 733 I, Mail Management Services.

This schedule provides the vehicle to comply with Federal Property Management Regulation Amendment A-53, Section 2 of Public Law 94-575 and U.S. Postal Service (USPS) regulations, policies and guidelines. Services are offered under this schedule:

- Mail Room Administrative Support and Presort Services, Daily Pickups, Sorting
- Bar-Coding, Weighing and Post Office Delivery
- Preparing/Packaging, Addressing, Labeling, Folding, Inserting, Bursting, Collating, Mail Match, Wrapping, Software Services, Metering and Stamping
- List Management, including Data Entry, Address Label Printing, List Management, List cleanup and List coding

Stick with us to deliver the mail management solutions you need!

For additional information on this service, check out our website at:

<http://www.northwest.gsa.gov/fss/services/msc.htm>  
or call (800) 241-7246 (RAIN)

**ENVIRONMENTAL ADVISORY  
SERVICES  
FSS SCHEDULE 899**



*Keep our earth green!*

In order to facilitate Federal agencies response to dynamic and evolutionary influences, Federal Supply Service Schedule 899, Environmental and Advisory Services is now available from GSA.

These are Multiple Awards Contracts with companies capable of providing valuable assistance to meet environmental planning and documentation needs, compliance issues, and related training.

Our Environmental Advisory Services Schedule will enable you to make the right decision on your environmental requirements and supports compliance with various laws. Environmental professionals stand ready to advise you on all matters through:

- Environmental Planning Services & Documentation
- Environmental Compliance Services
- Environmental/Occupational Training Services
- Waste Management Services
- Hazardous Materials Management Advisory Services
- Telephone Advisory Services

For additional information on this service, check out our website at:

<http://www.northwest.gsa.gov/fss/services/msc.htm> or call (800) 241-7246 (RAIN)

**MANAGEMENT, ORGANIZATIONAL AND BUSINESS  
IMPROVEMENT (MOBIS)  
FSS SCHEDULE 874**



*Downsizing getting the best of your organization? Lost in the world of Government Performance and Results Act (GPRRA), OMB Circular A-76 (outsourcing reviews), and the National Partnership for Reinventing Government pilot programs?*

Don't know which way to turn?

Management, Organizational and Business Improvement Service Schedule providers stand ready to provide a wide range of management and organizational effectiveness improvement services.

Let our experts create a superior work environment for you through:

- Consultation Services
- Facilitation Services
- Survey Services

- Training Services
- Support Products
- Privatization Support Services and Documentation
- Program Integration and Project Management Services
- Alternative Dispute Resolution (ADR) Support Services

Whatever your management need is to improve your mission, this schedule is the place to go.

For additional information on this service, check out our website at:

<http://www.northwest.gsa.gov/fss/services/msc.htm>  
or call (800) 241-7246 (RAIN)

**GSA REPORT REFLECTS TREMENDOUS  
TRANSPORTATION SAVINGS FOR THE GOVERNMENT**

Just released fiscal year end reporting data shows that the Government has saved a significant amount of taxpayer dollars through usage of its various transportation programs.

A 45 percent discount off of commercial rates through the Standard Tender of Service General Freight Program resulted in over \$65.2 million in savings to the Federal Government in FY99. In addition, civilian agency use of our household goods program resulted in savings of over \$61 million.

The Government has realized savings of \$118.4 million using both domestic express small package contract and non-contract tenders rates provided by the Federal Express Corporation when compared with comparable commercial service. Nearly \$100 million of that amount represents contract sales volume during fiscal year 1999.

If your agency is not already reaping benefits from these transportation programs, call GSA's Transportation Management Division at (703) 305-5745 to obtain referrals to our regional and contracting offices.

## N E W S F L A S H

**2001 FEDERAL VEHICLE STANDARDS CONFERENCE***April 25-27*

Rosslyn at Key Bridge  
1900 N. Fort Myer Drive  
Arlington, VA

For more information, call:

Monica Bumbray

Phone (703) 308-CARS

Fax: (703) 305-3034

Look for more information in the next edition of MarketTips.

## N E W S F L A S H

**GSA PARTNERS WITH FEDERAL AGENCIES  
U.S. COAST GUARD**

The US Coast Guard (USCG) responds to incidents and planned events throughout the US. Examples of this are airplane crash search and rescues, wild fires, and oil spill responses. This summer, GSA Pacific Rim Region, San Francisco, CA, assisted the USCG in training exercises by preparing transportation support for simulated emergency incident responses. The USCG training exercise involved responding to the aftermath of a devastating earthquake to Southeast Alaska. For exercise purposes, the coastline was inaccessible due to severe flooding, mangled rail systems, and fuel spills. GSA assisted the USCG in the training exercise by simulating the shipment of rescue supplies, subsistence, and rebuilding materials to these crippled environments. Partnering together, we explored unique methods and alternative routes and determined the feasibility of their use. Creative approaches were developed for sending cargo via temporary roads, primitive ports, and using military and local resources. GSA and the USCG parted more confident and enabled. GSA was excited and pleased to train with the USCG and looks forward to assisting in these gallant efforts.

**C O N T A C T**

Paul Phillips

**P H O N E**

(415) 522-2830

**F A X**

415-522-2815

**E - M A I L**

paul.phillips@gsa.gov

**C O N T A C T**

Thomas Brown

**P H O N E**

(415) 522-2848

**F A X**

415-522-2815

**E - M A I L**

thomas.brown@gsa.gov